

FWD CUBE FAQs

Frequently Asked Questions

What is FWD Cube?

Is FWD Cube compatible in my mobile phone?

Available in both iPhone and Android-based phones (e.g. Samsung, OPPO, Vivo, Xiaomi). Our recommendation is to use phone models that are not older than 5 years.

Can I install FWD Cube in my tablet or iPad?

We highly recommend installing Cube in your mobile phone.

A later version of the app will be released in the future which will be optimized for tablets.

Can FWD Cube work even offline?

To enjoy the full benefits of Cube (e.g. OCR, Real-time insurability), we have designed the app to be fully-online.

What is the recommended internet speed to use and submit applications in FWD Cube?

5 mbps and up.

Why are some of the details related to my customers' policies are not as expected?

Some of the policy information may not have been reflected in the last batch system processing. You can either check the following day or refer to IRIS Mobile or IRIS Web on the latest status.



How come this button in the Proposal screen is not working?

This will display a table to simulate the policy's account value over a period of time, including top-ups or withdrawals. Watch out as our next version of the app will have this feature.

I'm unable to login to FWD Cube using my account or I get an error "Invalid Username/Password"

Check if you are using the training version of the app instead of the Live version. The Training version will have the tag "uat" beside the version number:

status: Invalid userid/password. Please
contact ITSERVICEDESK

Login

FWD Cube version 1.0.0 (uat)

Otherwise, please go to the IRIS Web portal:

<https://portal.fwd.com.ph/SalesPortalWeb/html/#/login>

and click on the "Forgot Password" link to reset your password.

Why can't I proceed to policy application in FWD Cube?

Ensure that you have launched the Sales Proposal PDF and presented to your client. You may also refer to the ALEX Online training to check if you have performed all the required steps to move forward with your proposal.

Why can't I submit the policy application after I sign the document?

FWD Cube requires a two-stroke signature to validate the authenticity of the signature. You may also refer to the ALEX Online training to check if you have performed all the required steps to move forward with your proposal.

I receive an error message "Unable to Load Health Questions" when I click next in FWD Cube.

This message occasionally appears when the app is retrieving the insurability questions during policy application. Please save the progress of your policy application then restart the application. Also check if you have installed the latest version of the app.

The count of submitted policies is incorrect.

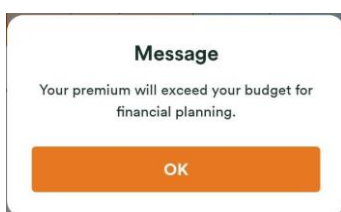
For policy application submissions, please wait for 1 to 2 hours before this gets reflected in the system. For policy issuances, this is dependent on the payment posting from the 3rd party (i.e. DragonPay, Bank). Please wait at least 24 hours to get the latest status. You may also contact New Business support to get the latest status.

Why is the income not displayed or selected in the PDF version of the FNA?

You may have created the FNA using an older version of Cube. Please install the latest version of the app and save a new version of the FNA.

Why do I receive this message in my proposal screen?

This message is a new feature in Cube which checks if the policy premium will exceed our client's budget for the premium. Discuss with your client on the best financial plan which will satisfy their needs.



Where can I download my Commission, Tax Statements, and Persistency Reports?

In the shortcut menu at the bottom of the app click on Others -> Report Generation.

Where can I find the Claims and Policy forms I can share with my client?

In the shortcut menu at the bottom of the app click on Others -> Document.

A banner image showing three people in an office setting. On the left, a man and a woman are looking at a laptop. On the right, a woman with glasses is talking on a mobile phone. The text 'FWD CUBE FAQs' is overlaid in white on an orange semi-transparent shape.

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In the proposal screen, why are the sum assured and premium values pre-populated?

Cube has embedded logic in to ensure the best coverage are provided to our clients. If you have done a full FNA process and proceed to the proposal stage, the priority goals will influence the sum assured initially displayed.

Can we override or edit the pre-populated sum assured and premium values?

Yes, you can! You are still in the best position to understand your clients needs and offer the best product for your client. Just ensure the premiums are sustainable for your client and within the limits as cascaded by Agency Training. Cube has controls embedded to check the premium values.

Why are sum assured values in the proposal screen do not match?

The app performs calculations in real time, so the screen needs to be refreshed occasionally.

Who should I contact if I have technical questions for FWD Cube?

For any technical questions or concerns, you may send an e-mail to IT Production Support (ITProdSupport.ph@fwd.com).

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